EDITED TASK LISTING

CLASS: Senior Information Systems Analyst (Supervisor)

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Accurately interpret and apply Project Initiation policies utilizing available resources (e.g., staff, knowledge, SAM, Statewide Information Management Manual (SIMM), etc.) to ensure compliance with the departmental project initiation process when beginning a new project.
2.	As a project leader, develop Feasibility Study Reports (FSR), Special Project Reports (SPR), and Post Implementation Evaluation Reports (PIER) utilizing state policies and guidelines to secure approval of control entities.
3.	Act as lead person, when assigned, over technical personnel in the performance of IT tasks using technical expertise and communication skills to achieve organizational objectives.
4.	Act as project lead to team members on most complex IT studies or systems using proven methods and practices as needed to produce quality products for the customer.
5.	Act as IT Liaison between Headquarters and Field (e.g., Institutions, Paroles, etc.) as directed by operational procedures, to coordinate IT matters utilizing various tools (e.g., interpersonal skills, knowledge, etc.).
6.	Analyze IT related problems and develop solutions, using discretionary decision authority, for customer-reported production problems utilizing various tools and resources.
7.	Assess pending legislation to produce an IT impact analysis utilizing subject knowledge, research, and customer expertise in accordance with departmental standards, policies, and established guidelines.
8.	Analyze change requests for existing systems, as directed by management, to determine feasibility and provide work/time estimates using available resources (e.g., knowledge, skills, system documentation, etc.).
9.	Develop project plans and schedules per the project sponsor's direction, using project management tools for most complex project efforts.
10.	Perform supervisorial responsibilities with regard to department-wide mandates concerning EEO, American Disabilities Act (ADA), labor relations issues, and other practices to ensure compliance with regulatory agencies and established guidelines/policies.
11.	Communicate in a professional and effective manner with co-workers, vendors, customers, management, etc. utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
12.	Communicate with customers utilizing various resources (e.g., knowledge, skills, manuals, etc.), as needed, to identify project requirements and priorities using the customers' business knowledge.
13.	Conduct independent review of project deliverables for consistency with best practices, as defined by PMI and IEEE.
14.	Conduct IT informational sessions as required, using presentation skills and aids to educate and impart information.
15.	Contact users during the initial phase of a project to discuss business needs or system requirements utilizing various communication tools (e.g., automated systems, survey, mail, phone, etc.) in order to produce effective end-user documentation.
16.	Independently monitor network activity using appropriate monitoring tools to ensure continuous connectivity for end users.
17.	Independently coordinate contractor activities, as well as administer IT consultant contracts, to ensure contract compliance
18.	Independently coordinate with project teams, utilizing IT guidelines, to ensure that project objectives are compatible with strategic and tactical planning efforts.

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Task #	Task
19.	Utilizing organizational processes, maintains IT systems security, including awareness and user accountability training, to ensure compliance with operational procedures.
20.	Coordinate annual IT security audit, utilizing organizational guidelines, and recommends changes in operating procedures to ensure compliance with security requirements.
21.	Deliver effective oral presentations to management, customers, and technical staff to provide information utilizing various resources (e.g., tools, equipment, aids, knowledge, skills, etc.) as appropriate.
22.	Demonstrate leadership by identifying new issues and business opportunities utilizing project and configuration management processes to improve operational efficiency.
23.	Develop and coordinate project management deliverables in compliance with project life cycle standards and procedures to ensure successful project implementation.
24.	Develop, maintain, and train, utilizing PMI and IEEE standards, to educate staff on project management best practices and configuration management processes to ensure successful projects.
25.	Develop and verify new or revised user material (e.g., training manuals, instructor notes, user guides, online help, job aids, etc.) to deliver quality information to the user as needed.
26.	Develop disaster recovery plans to ensure recovery of the organization's IT assets in the event of a failure, utilizing requirements and procedures as defined in the State Administrative Manual (SAM).
27.	Develop or modify organizational information standards and procedures using current industry standards to support changes driven by IT trends.
28.	Develop statewide policies and procedures specific to IT to provide information, knowledge, etc., utilizing appropriate resources, under the direction of departmental management and/or control agencies.
29.	Develop and provide IT and personal computer training for users, utilizing staff and private vendors to ensure efficient use of IT assets as needed.
30.	Educate employees on the proper application of the established Equal Employment Opportunity (EEO) guidelines defined in State and departmental policies in order to maintain a work environment free of discrimination and harassment.
31.	Educate staff on strategic and tactical plans and planning methodologies utilized, to better understand the organizations current and future business and priorities.
32.	Effectively manage resources, which includes delegation and monitoring of workload and individual assignments to ensure appropriate guidance, direction, and instruction to complete work as needed.
33.	In accordance with the state CIO IT strategic plan, ensure that the organizational strategic and tactical plans meet all control agency requirements and are compatible with the State's strategic direction to standardize IT practices.
34.	Continuously ensure that all IT systems are designed, developed, and implemented in compliance with the State laws, orders, regulations and guidelines (e.g., State Administrative Manual (SAM), Department Operational Manual (DOM), management memorandums and budget letters, etc.).
35.	Ensure that all procedures are in compliance with the Department Operational Manual (DOM) to maintain consistency, and conformity with organizational regulations, established guidelines, laws and rules, etc., as needed and or requested by management.
36.	Counsel employees when disciplinary problems occur and utilize the steps of the progressive discipline process to improve employee performance.

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Task #	Task
37.	In accordance with fiscal policy, participates in the management of unit or project budget by monitoring, tracking, and prioritizing expenditures to ensure fiscal responsibility.
38.	Implement security measures to protect IT assets to ensure the security of both automated systems and data integrity, using established procedures and authorization documents, as mandated.
39.	In accordance with State Personnel Board (SPB) Rules and Regulations, facilitate the hiring process by conducting interviews, evaluating and selecting candidates to fill identified vacant position(s).
40.	Install and configure the most complex software and/or hardware components (e.g., operating systems, office tools, etc.) as needed, on new or existing computers to create an efficient work environment for customers, utilizing approved standards.
41.	Interpret and apply methods, practices, and products of the SDLC (Systems Development Life Cycle) to ensure compliance with established guidelines based on industry best practices for the most complex IT (Information Technology) projects.
42.	Lead participants in planning, design, development, testing, and migration activities for new systems or enhancements to existing systems to contribute to the overall project success using industry best practices for the duration of the project.
43.	Lead participants in the development and review of project funding documents (e.g., Budget Concept States (BCSs), Budget Change Proposals (BCPs), Finance Letters, and Deficiency Letters, etc.) to meet Agency and Departmental budgetary requirements, using established guidelines as required.
44.	Lead participants in the development of procedures and standards using appropriate reference materials and resources, as needed, to support changes in the IT environment.
45.	Manage multiple priorities to produce quality products and/or services for customers by utilizing effective time management skills as needed.
46.	Mentor and assist project managers / teams on the Division's project life cycle and project management best practices as defined by the Project Management Institute (PMI) and Institute of Electrical and Electronics Engineers (IEEE) standards.
47.	Oversee and/or prepare procurement documents to ensure technical specifications meet or exceed technical requirements and organizational standards, as needed.
48.	Continually oversee, coordinate, and administer the most complex IT contracts to protect the state's IT interests, and to ensure compliance with state policies and procedures.
49.	Coordinate, administer, and conduct the most complex IT procurements and develop the contract documents pursuant to project authority, utilizing state procurement policies and procedures.
50.	Routinely develop and test operational recovery plans as defined in the SAM, to ensure continuity of IT assets and to prevent operational loss.
51.	Oversee the disposal of IT equipment, including the preparation of survey documents, to ensure technical and security requirements are met as defined by control agencies and/or operational procedures.
52.	Participate as a team member on the most complex IT projects, crossing organizational boundaries when necessary, utilizing various resources (e.g., project life cycle principles, knowledge, skills, etc.) for the duration of the project to meet organizational objectives.
53.	Participate in training programs to strengthen analytical skills and enhance knowledge of IT systems (e.g., office automation, project management, network administration, etc.), to improve performance and provide benefits to end-users.

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Task #	Task
54.	Perform various project planning activities as needed and directed by management; such as, analyzing policy issues, providing guidance to departmental staff, and developing work plans.
55.	Perform tests on changes to the IT environment using appropriate testing methods, processes, and procedures as needed, to ensure successful implementation of changes.
56.	Periodically review customer-reported application problems to identify trends and patterns and apply preventive measures (e.g., onsite training, application modifications, etc.) utilizing various resources (e.g., knowledge, skills, available documentation, etc.) to improve customer service.
57.	Prepare effective written products for management, customers, and technical staff to provide information and documentation utilizing various resources (e.g., software tools, knowledge, skills, etc.) as appropriate.
58.	Provide direction to staff in completing work assignments in accordance with established guidelines and standards (e.g., State Administrative Manual (SAM), SDLC, Department Operations Manual) on an on-going basis.
59.	Evaluate and provide feedback to employees to ensure performance objectives/standards are met through the use of Individual Development Plan (IDP) and Report of Performance (ROP) as required by the SPB.
60.	Provide technical expertise in solving the most complex IT problems for customers utilizing skills, knowledge, and expertise to solve technical problems when requested.
61.	Provide status reports (e.g., IPOR, PMR, etc.) to management and control entities (Steering Committees, ITEC, PMO, etc.) on IT related issues and/or projects using an appropriate reporting medium (e.g., verbal, written, automated, etc.).
62.	Provide workload information to management to substantiate and validate resource needs in order to meet organizational objectives.
63.	Recommend improvements for incident control or problem management processes based on analysis of current process and service agreements on an on going basis to maintain operational efficiency.
64.	Retain qualified staff by providing challenging assignments, training, and other motivating techniques on an ongoing basis in order to increase and/or maintain IT expertise.
65.	Review plans, designs, and system specifications developed by other project teams, utilizing available resources (e.g., documentation, knowledge, skills, etc.) to gain technical expertise and to identify necessary interfaces with assigned project as required.
66.	Review vendor plans, designs, and deliverables to ensure that the contract developed meets the users objectives.
67.	Serve as departmental liaison with the Department of Finance, Department of General Services, and other control agencies to ensure specific responsibility (e.g., budgetary, procurement, contract, etc.,) requirements are met.
68.	Serve as the advanced technical specialist performing the most complex analytical studies and activities on the most complex IT systems and projects.
69.	Maintain current knowledge of industry concepts and methodologies regarding IT planning processes and techniques to ensure best practices are employed.
70.	Understand and interpret the department's vision, mission, and independently direct staff to achieve the goals.
71.	Supervise staff performing a wide variety of analytical activities in support of the most complex IT systems.

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Task #	Task
72.	Track hardware and software inventory to account for IT assets (e.g., personal computers, printers, network components, operating systems, licenses, etc.) in accordance with departmental guidelines on a routine basis.
73.	Train customers, to effectively utilize new and/or modified IT systems using training documents, tools, and techniques.
74.	Train staff to improve their skills and knowledge utilizing various methods, (e.g., classroom, on the job, mentoring, etc.) as required for the performance of their job.
75.	Develop technical documentation as required for team members and/or managers for review and approval in accordance with documentation standards.
76.	Utilize initiative and resourcefulness to expand beyond traditional methods by researching emerging technologies to develop new criteria and/or recommend new policies, system enhancements, or configuration changes to meet future needs.
77.	Develop and maintain policies and procedures for all aspects of IT procurements and contracts to ensure compliance with state policies and procedures.
78.	Perform routine site visits to assess constraints and requirements to determine IT replacement or upgrade needs utilizing current departmental standards.
79.	Work with the project managers to ensure user concurrence of requirements and performance criteria, and ensure management and user participation in appropriate project tasks to implement a successful project.
80.	Troubleshoot and resolve the most complex information technology (IT) system disruptions and communicate status to users and peers.
81.	Oversee and conduct acceptance testing utilizing various IT methods/tools to ensure user needs and requirements are met.